

SUPPORTED EMPLOYMENT/FOLLOW ALONG

SERVICE DESCRIPTION:

Supported Employment/Follow Along is a service that provides continued support and training in an integrated work setting for clients who have completed the Supported Employment Program through the Division of Vocational Rehabilitation (DVR) and require additional intervention. **Written documentation of the client's completion of the DVR Supported Employment Program is required.**

Activities included in this service are:

- Problem solving specific on-the-job situations;
- Job coaching/training in required duties;
- Educating employer/coworkers on strategies/support techniques, including behavioral management;
- Client advocacy that will enhance job retention. For example, evaluating the work environment for possible task sharing with coworkers; and
- Monitoring job performance including spot-checking, ongoing contact with employer to assure success.

Emphasis is on:

- Maintenance of skills acquired through the time-limited DVR Supported Employment Program;
- Extended support and follow along while completing on-the-job skill training; and
- Development of natural supports in the workplace that will ultimately replace paid supports and assure successful long-term job retention.

This service may also include preventive assistance when the client's job is in jeopardy because of a failure to adjust to changing circumstances, such as the following:

- A change has occurred within the work environment, for example, a different supervisor or procedure; and
- The client's job duties have changed, for example, because of a promotion or previously unidentified need for accommodation that requires additional training.

SERVICE LIMITATIONS:

- This service may cover a maximum of 25% of the client's working hours;
- The number of hours covered by Department of Health and Senior Services (DHSS) will not be greater than the number of hours the client was receiving at the time of discharge

from the DVR Supported Employment program; and

- The DVR Program staff identified specific skills/strategy needs and the client and/or staff shall receive extended training to assure that the treatment plan refers to long-term job retention.

RECIPIENT ELIGIBILITY:

Individuals receiving supported employment services must have applied for services through the DVR and successfully completed the DVR Supported Employment program.

Documentation of successful completion of DVR program stating the hours of supported employment the client was receiving at time of discharge from DVR, as well as specific unmet needs, must be sent with the prior authorization. The name of the client's DVR contact must also be submitted.

PROVIDER REQUIREMENTS:

The Provider must:

- Have a DHSS Participation Agreement for Professional and Special Services Provider form and Provider Application for the provision of Supported Employment Services; and
- Be part of an established program that has a formalized relationship with Vocational Rehabilitation.

Provider staff serving in the supervisor role:

- Must be a Qualified Head Injury Professional (QHIP), with a bachelor or masters' degree in Vocational Rehabilitation Services **or** an individual with a degree in Rehabilitation Services, Rehabilitation Counseling, Education, or Special Education with at least two years experience working with persons with brain injury on employment issues.
- May supervise up to 12 direct care staff;
- Must be responsible for development of treatment goals. Activities may be carried out by a direct care staff worker that meets qualifications listed below; and
- Must ensure that the direct care staff is trained in intervention methods for specific participants in daily activities identified by the planning team.

Provider staff performing direct care:

- Must have a high school diploma or equivalent;
- Must have completed training in the Primary Skills from the Direct Care Worker Competency List within six months of employment. The Primary skills would include the following six domains:
 1. General Overview;
 2. Working with the Consumer in His/Her Environment;
 3. Professional Role and Job Skills of the Direct Care Worker;
 4. Learning About Community Resources;

5. Safety and Welfare of the Consumer; and
6. Policies of the Direct Care Worker's Organizational System.

UNIT OF SERVICE	REIMBURSEMENT RATE
1/4 HOUR	\$8.50

SERVICE PRODUCT:

Initial written detailed assessment and treatment plan listing specific behavioral objectives directed towards job retention skills. The initial treatment plan must;

- Incorporate information from previous DVR Supported Employment services received;
- Show how the Provider plans to work with the employer and coworkers to decrease the client's dependence on state funding;
- Document regular staff supervision directing the development of goals focused on training in compensatory strategies to enhance successful job retention;
- Document continuing information exchange with DVR. Goals must be consistent with the client's Head Injury Service Plan.
- Include a monthly progress report to the Adult Head Injury (AHI) Service Coordinator indicating:
 - The client's functional changes in work-related skills during the period;
 - Successful methods used with individual and coworkers;
 - Barriers to acquisition of skills, and
 - Maximum achievement expected.

NOTE: Refer to Treatment Plan and Progress Report.

A written exit transition plan that is discussed with the client, work supervisor, and AHI Service Coordinator before withdrawing paid supports. Copies of the transition plan shall be provided to the client/family, DVR, and employer, and shall include:

- Potential areas for troubleshooting, including likely solutions;
- Potential behaviors or events that should trigger re-contact with staff; and
- The person to contact in the event of problems requiring intervention.

DOCUMENTATION REQUIREMENTS:

Providers must retain for three years, from the date of service, fiscal and treatment records that coincide with and fully document services billed to DHSS, and must furnish or make the records available for inspection or audit by DHSS or its representative upon request. Failure to furnish, reveal, and retain adequate documentation for services billed to DHSS may result in recovery of

the payments for those services not adequately documented and may result in sanctions to the Provider's participation in DHSS programs. This policy continues to apply in the event of the Provider's discontinuance as an actively participating DHSS Provider through change of ownership or any other circumstance.

REFERRAL INDICATORS:

The participant who enters this service:

- Must have successfully completed DVR Supported Employment program;
- Must be in competitive employment in an integrated work setting; and
- Must have specific behaviors and/or job retention skills identified by DVR Supported Employment Program requiring targeted intervention beyond the time-limited DVR services.

DESIRED OUTCOMES:

- Natural work supports are in place – employer and coworkers consistently demonstrate useful support methods and techniques for typical job situations;
- Quality and quantity of work are within agreed upon expectations;
- Employer reports satisfaction with client's work;
- Client demonstrates good attendance and punctuality;
- Client demonstrates positive work attitude and work behavior;
- Paid services are weaned gradually until phased out completely; and
- Employer and coworkers have been informed of possible events that may provide challenges for the client and warrant further contact with DVR.